Associate FAQs

1) What do I do if I am having trouble completing my MyHireFlex profile?

When completing your profile, provide the best email address and phone numbers for us to contact you about job opportunities. When completing the employment history and job skills section, provide as much relevant work history and job skills as possible so we can best match you to job opportunities that meet your specific criteria. Don't forget to complete the availability section where you can specify the days and times you want to work.

2) How do I complete the onboarding process?

In order to complete the onboarding process, please click on the HR/Payroll link on the left-hand side of your MyHireFlex dashboard. From there, click on the "Getting Started" icon – at that point, you will be prompted to complete the required onboarding tasks.

Note: If the required onboarding tasks are not completed within 3 days of your start date, you will be moved to a suspended status and you will be unable to work until the required onboarding tasks are completed.

Reach out to HR at onboarding@sasrlink.com with any questions or concerns.

3) What is my associate ID?

Your associate ID can be located on the left-hand side of the screen when viewing your MyHireFlex profile.

4) What do I do if I am having trouble locating jobs in my area?

If you haven't yet created a profile, go to http://www.sasrlink.com and click on the "Apply Now" button. Once you have created a profile, you will be able to see more jobs in your area that match your search criteria. If you see a job of interest to you, be sure to click the apply button to let us know. You are encouraged to apply to all jobs that interest you.

Our SaSR team will review your application and assign you to jobs that are the best fit for you. If you are still not seeing jobs in your area or want to see more jobs, go to the account settings tab on your profile and review the job notification section and the pay section. Simply increase the number of miles to at least 60 and up to 200 and set the pay value to zero to see the maximum number of jobs.

5) What do I do when I arrive at the work site?

Check in by calling the IVR line at (888) 312-6695.

6) What do I do if I arrive at the work site and there is no team lead present?

Check in by calling the IVR line at (888) 312-6695.

If after 30 mins, the team lead has not arrived at the work site, please contact the SaSR support line at 929-600- 9955. We ask that you stay at the work site location for a total of 2 hours while we work to contact the team lead to obtain an update. If you have been at the work site for more than 2 hours, please follow-up with support, a second time, and have a member of store management sign or stamp your time sheet. Once the time sheet has been signed or stamped, email a copy of the timesheet to payroll@sasrlink.com.

Note: When logging your hours online, please enter 4 hours as the total.

7) I was injured on the job, who do I contact?

Contact Medcor immediately at 1-800-775-5866 (available 24 hours a day/ 7 days a week).

8) What do I do if I need to cancel an assignment?

To cancel your assignment, please login to your MyHireFlex profile and review your scheduled jobs. Review the upcoming assignment and click "cancel". Please note that if you cancel within 12 hours of the start time, a late cancellation will be applied to your profile.

9) How do I confirm an assignment?

To confirm an assignment, please login to your MyHireFlex profile, review the project details by clicking on the job link highlighted in yellow at the top of your dashboard and scroll down to confirm the job.

10) What are the requirements to get paid?

Enter hours online in MyHireFlex, daily, AND submit a signed timesheet to payroll@sasrlink.com before Saturday at 11:59pm, EST. MyHireFlex Website URL: http://myhireflex.com/

Note: You must take a paper time sheet with you to each assignment. A PDF version of the time sheet can be located in MyHireFlex under the Info/ Forms -> Instructions and Time Sheets section.

Failure to submit a properly completed time sheet, by Saturday at 11:59pm, EST, may delay your pay (see question #5 for more information on properly completing your time sheet.

11) What is the standard work week and when will I be paid?

The standard work week runs from Saturday – Friday. You will be paid every Friday for the previous week's hours approved hours. Note: A copy of the payroll schedule can be located in MyHireFlex under the Info/ Forms -> Instructions and Time Sheets section.

12) What do I do if I receive a time sheet rejection notification?

Read the rejection notification carefully to determine appropriate next steps.

Rejections can be made for a variety of reasons including but not limited to; (1) the hours were entered incorrectly – either in the system or on the physical time sheet emailed to payroll@sasrlink.com, (2) the timesheet was not emailed to payroll@sasrlink.com, (3) the time sheet was not signed by the team lead, (4) the time sheet was not completely filled out, (5) there is white out on the time sheet or there is start time or end time information crossed out and/or changed.

13) How will I know if my time sheet has been approved?

Sign into MyHireFlex and navigate to the Time Sheets section (left hand side of the page) and review the "Approved"/ "Fill Out" column against the respective date.

Note: If your hours for the previous work week are not showing as having been approved by the following Tuesday at 12pm, EST, please email a copy of the timesheet to payroll@sasrlink.com. Failure to submit a properly completed time sheet, by Saturday at 11:59pm, EST, may delay your pay.

14) How do I enroll in, change, or update my direct deposit/ obtain a pay card?

Click on the HR/ Payroll link on the left-hand side of your MyHireFlex dashboard -> click on the forms icon -> scroll down to personal forms and select the appropriate form.

15) How long does it take to receive a paper check in the mail?

If your address is correctly listed in MyHireFlex, you can expect to receive the check within 7-10 business days following the paid date. Note: You can determine the paid date by signing into MyHireFlex and navigating to the time sheets section (left hand side of the page) and reviewing the "Paid Date" column.

16) What do I do if I have not received my paycheck in the mail within 10 business days following the paid date?

Email payroll@sasrlink.com to request a stop payment form. Within 24 hours of the email request having been received, a member of the payroll team will send the stop payment form to you, via email, with the option to enroll in direct deposit or to sign up for a pay card.

Once you have completed and returned the form(s) to payroll@sasrlink.com, the payment will be reprocessed within 24- 48 hours of the receipt of the correctly completed paperwork.

If you have not elected to enroll in direct deposit/ sign up for a pay card and instead decided to have another paper paycheck mailed to you, a $30.00 fee will be deducted from your paycheck. In the event that you decide to enroll in direct deposit or sign up for a pay card, the deduction to your paycheck will be reduced to $15.00.

17) How do I obtain a copy of my paystub or W-2?

Click on the HR/ Payroll link on the left-hand side of your MyHireFlex dashboard -> click on earnings -> earning statements or year-end forms.

18) How do I update my address/ contact information?

Sign into MyHireFlex and navigate to the Profile section (located on the left-hand side of the page) -> Personal Info Tab -> Physical Address -> Save Profile.

19) How do I update my federal W-4 or state tax forms?

Click on the HR/ Payroll link on the left-hand side of your MyHireFlex dashboard -> click on the forms icon -> scroll down to tax forms and select the appropriate form.

20) I need my employment verified, who do I contact?

Please note that our organization has selected The Work Number® service from Equifax to provide automated income and employment verifications.

How to Use the Work Number and Complete a Verification:

- For Verifiers
  - Please visit www.theworknumber.com and select "I'm a Verifier"
  - Provide the following:
    1. Employer Name: SET AND SERVICE RESOURCES, LLC
    2. Employer Code is 27676
    3. Employee's Social Security Number

- For Employees
  - Please visit www.theworknumber.com
  - The default ID and PIN scheme is:
    1. ID: SSN
    2. PIN Scheme: Last 4 of SSN + MMDD of birth

- ➢ **Feedback Welcome**
  We appreciate you and the work you do for our clients. If you have feedback on how we can better support you, let us know. You can email us at support@sasrlink.com.

- ➢ **Referral**
  Would you like to work with a friend or family member? Did you know that we offer a $50 incentive once they work and get paid for 40 hours? Refer your friend or family member to work with SaSR through the referral link in the top right corner of your myhireflex.com account today!

- ➢ **Update Your Profile**
  We get it, life changes. If you have any information that has changed since creating your profile, such as new job skills, an updated address, or phone number, please be sure to update your profile so we can provide you the most relevant job opportunities. If you are no longer available for work, please go to the account settings on your profile and deactivate your account.

- ➢ **Get Updates**
  We want to keep you informed. Please check your dashboard for any updated notices relating to your profile, such as: W-2 timing, policy changes, or updated job opportunities

- ➢ **Looking for Work?**
  We post new jobs daily, and we may have just uploaded the perfect job for you. Be sure to check your myhireflex.com dashboard for any upcoming jobs in your area!